

Product Number: 2439.01.10

MISCELLANEOUS DATA CIRCUITS

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Product Manager: Brett Shaw
Phone: 801-537-9090
E-mail: bshaw@utah.gov

The Department of Technology Services (DTS) secures requested data circuits from contracted vendors on behalf of Executive and Non-Executive Branch government entities for the transport of data, voice, two-way radio, and video traffic.

PRODUCT FEATURES AND DESCRIPTIONS

FEATURE	DESCRIPTION
Miscellaneous Circuits	Circuits designed and provided by DTS.
Network Planning Services	Review customer requests and provide consultation.

RATES AND BILLING

ITEM #	FEATURE	DESCRIPTION	BASE RATE
11.70	Miscellaneous Data Circuits	Communication Services Purchased from State Contract	Cost Plus 10%

ORDERING AND PROVISIONING

To order data circuits customers may contact the DTS Customer Support Center (801) 538 3440 or (800) 678 3440, or the assigned DTS WAN Planner or [Customer Relationship Manager](#).

DTS RESPONSIBILITIES

Network planning services on behalf of government entities.

AGENCY RESPONSIBILITIES

Contact the DTS Customer Support Center, (801) 538 3440 or (800) 678 3440, to request a DTS Network Planner contact you or you may contact your agency assigned DTS [Customer Relationship Manager](#).

Notify the DTS Customer Support Center of any problems by calling (801)538 3440 or (800)678 3440.

GENERAL SERVICE LEVELS AND METRICS

All technical incidents and service requests, and certain types of orders, related to products and services provided by DTS will be reported to the DTS Enterprise Service Desk or to specialized Help Desks that support State agencies or DTS divisions and regions. All incidents and requests will be captured in the DTS Remedy Help Desk application. DTS staff will provide timely acknowledgement and resolution of technical incidents and service requests.

DTS support staff, including staff directly assigned to the DTS Enterprise Service Desk, will exert all reasonable efforts to meet the Time to Initial Response (TIR) and Total Time to Resolution (TTR) targets set forth below.

The DTS Enterprise Service Desk is accessible 24x7 by telephone at 538-3440 or 800-678-3440. Live chat and direct user reporting of incidents are also available on the DTS website at dts.utah.gov. Published "Business Hours" for the DTS Enterprise Service Desk are 7:00 AM-6:00 PM, Monday-Thursday. Hours of support/on-call coverage vary by agency/division/region and product.

Incident Response and Resolution Targets

Time to Initial Response Targets	% Tickets	Total Time to Resolution Targets	% Tickets
Low Priority – 1 Business hour	75%	Low priority – 6 Business hours	75%
Medium priority – 1 Business hour	75%	Medium priority – 3 Business hours	75%
High priority – Attempt Warm Transfer	90%	High priority – 4 Clock hours	75%
Urgent priority – Immediate Warm Transfer	95%	Urgent priority – 3 Clock hours	100%

Customer Satisfaction Surveys and Reporting

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey groups and the level of satisfaction of users by agencies.

Customer Satisfaction Targets

Metric Description	Target
Average level of satisfaction with resolution efforts	> 4.2 on a scale of 0 - 5
Percentage of respondents satisfied or better with service received	93% of respondents satisfied